

**Worcestershire
Regulatory Services**
Supporting and protecting you

Activity Report 2018/19

Covering quarter one



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Foreword

Welcome to the first set of activity data for 2018/19.

As the weather improved through the spring, reactive demand went up and we are expecting the excellent summer we've had to create a significant spike in work. That is certainly the perception of staff on the ground. Similarly, public health complaints (accumulations, pest infestations and public burials) were on trend with last year and remain well above the levels experienced in 2016/17.

Officers have been busy dealing with noise and similar issues whilst still managing to deliver a reasonable number of proactive food inspections.

The data on licensing complaints, enquiries and applications is now showing distinct seasonal patterns and quarter 1 followed exactly the trend anticipated. This analysis helps us better plan our activities against demand.

This promises to be yet another busy year for your teams!



Simon Wilkes

Head of Regulatory Services

Headlines - Quarter One

Licensing Update

The first quarter of 2018/19 has been a busy one for the Licensing Team. Preparations have begun for the introduction of the new "Animal Activity Licence" following the introduction of secondary legislation in relation to Animal Boarding (Catteries, Kennels, Home Boarding, Doggy Day Care), Dog Breeding, Pet shops, Riding Establishments and a new category of Performing Animals (previous County Council function). This new regime comes into force from the 1st of October 2018 with new delegations and fee requirements for each district.

Consultations have begun on the six Statements of Gambling Principles across the County, and officers have taken part in the National Licensing Week (18th – 22nd June) with compliance visits made to Gambling Premises across the County supported by Officers from the Gambling Commission. All work conducted and promoted all that we do through "twitter and facebook".

Officers have also conducted targeted taxi enforcement in two districts with more evenings arranged for the immediate future. CSE (Child Sex Exploitation) Awareness training has been delivered in four out of the six districts with sessions planned in July for Bromsgrove and Wychavon with Malvern Hills to follow. Licensing Officers participated in the Redditch MATES group (multi-agency) operation with the Police, HWFRS and HMRC in a multi-agency effort to work together more effectively and lastly WRS hosted the Regional Institute of Licensing (IOL) AGM and Training day at Redditch on behalf of all partners.

Worcestershire Food and Drink Association

In April, Officers held a promotion of the Worcestershire Food and Drink Association at the Three Counties Showground in Malvern. We now have 70 members with the dedicated WF&D website going live at the end of August.

Flooding

Since the last report, Officers have assisted partners in responding to the flooding incidents in Wythall and Hollywood, participating in the tactical response and flood recovery groups and advising affected schools, businesses and residents.

Health and Safety

In May a Caution was issued to a major national retailer in respect of an accident that happened to customers within their Redditch store. Full costs were paid by the company following what was a long and complex investigation. This Caution may be cited should the business be found guilty of any further offences.

In June, a HGV driver working for a Redditch company was handed a 12 month community order following the death of an elderly cyclist who was struck by an insecure crane. He pleaded guilty at Birmingham Crown Court to causing death by careless driving following the tragic collision in Shirley on March 24 in 2014. This followed an extensive and complex investigation by WRS and The Police. Previously, the Director the company had been jailed for 21 months and ordered to pay costs of £25,687. In addition the Company was fined £300,000 and ordered to pay costs of £25,687. The company did not hold any valid certificates of examinations for their vehicles and a number of them had serious faults. The director of Buildland Limited and the company itself pleaded guilty to failing to ensure the health and safety of persons not in its employment, and failing to make suitable and sufficient risk assessments.

Food Safety

The 2018/19 Food Safety Inspection Programme has commenced and compliance across all Districts remains high. With promoting economic prosperity as one of our key drivers, coupled with this excellent level of compliance, it is proposed that we should shift some of our focus to rewarding and promoting our good businesses. We are therefore planning to introduce an Innovative "Triple 5 Award" for food businesses that have scored three consecutive L5 (Level 5 is the highest attainable score in the FHRS) inspection scores. We believe that such an award would serve to encourage businesses to sustain the highest level of compliance whilst providing the public with increased confidence in food safety.

In June a complaint was received alleging poor hygiene conditions at premises in Redditch. An inspection revealed that the cellar, which was being used as a food store, was littered with a significant number of mouse droppings. Droppings were also found on the shelving, in cups and on food equipment. Chewed food packaging and plastic were also evident and a problem with the sewage pumping system for the building had caused foul sewage backwash leading into the corridor and the food store room. A Hygiene Emergency Prohibition Notice was served due to an imminent risk of injury to health which was subsequently endorsed by the Magistrates Court which issued a Hygiene Emergency Prohibition Order. This Order was lifted 15 June 2018 following a visit by your Officers confirming that the imminent risk of injury to health had been removed.

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Air Quality & Contaminated Land

May saw the release of the government's draft clean air strategy 2018 which proposes to address a broader range of air pollution sources from domestic solid fuels like wood and coal-burning, emissions from agriculture, further action on polluting non-road mobile machinery and air pollution from aviation and shipping in addition to existing road sources.

Its main pledges that affect local government relate to:

- The creation of a new statutory framework for Clean Air Zones (CAZ) to simplify current overlapping frameworks of CAZ, AQMA and Smoke Control Areas to create a single approach covering all sources of air pollution
- New/revisted Legislation on 'dark smoke' from chimneys and underused provisions on Smoke Control Areas will be updated to give 'more flexible, proportionate' enforcement powers to local government
- Central data collection centre for all national air quality monitoring data

A progressive cut to the public's exposure to particulate matter which includes a pledge to halve the population living in areas with concentrations of fine particulate matter above WHO guideline levels (10 µg/m³) by 2025. Whilst ambitious it is currently unclear as to how many of these aspirations will be delivered within a rational timescale. WRS will be responding to the consultation during the next quarter.

Work continues with Worcester city members on the development of air quality management options in light of their decision to declare the political boundary of the city an air quality management area. Discussions have been positive and the Council will be shortlisting a number of options for further consideration in the autumn.

In other parts of the county Wychebold will be subject to source apportionment work to identify the worst vehicle pollution offenders. Due to the complexity of the road junction and several stakeholders it is likely that this work will be delayed until the autumn.

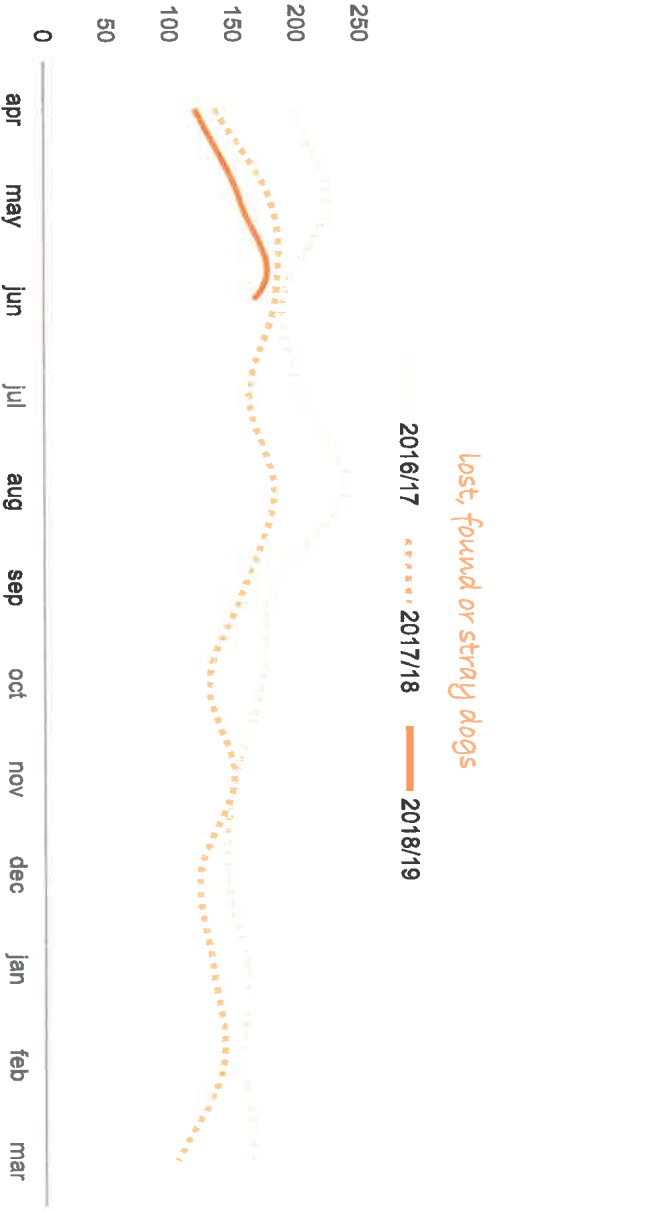
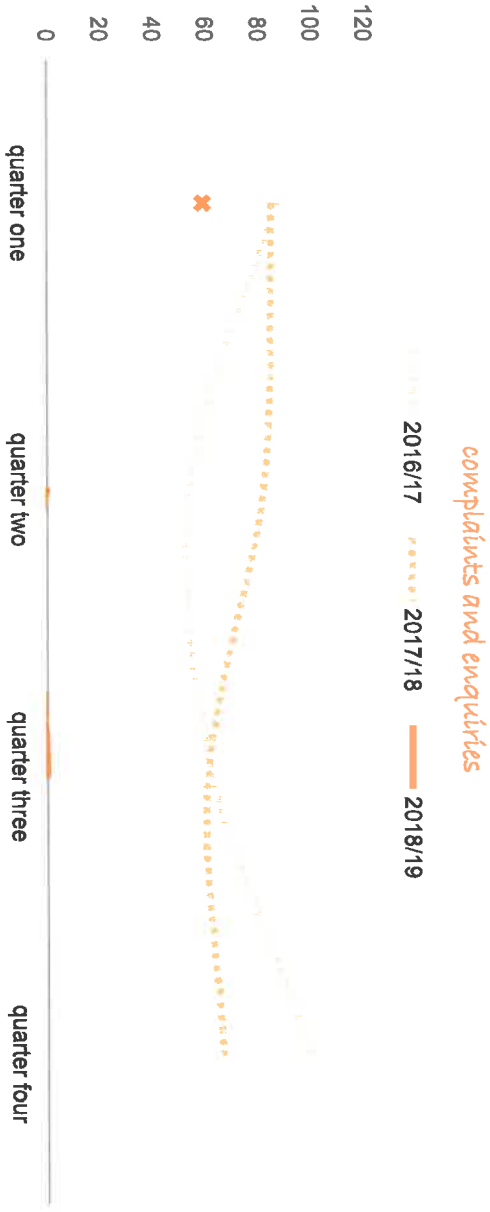
The on going investigation into the Pinches Landfill site in Bromsgrove has seen officers visiting householders and discussing the forthcoming monitoring exercise. Due to warm weather and high atmospheric pressures this work will be delayed until Q3 as prolonged low atmospheric pressures are required to undertake worst case scenario analysis.

Dog Control

The chart (top right) shows the number of complaints and enquiries recorded by WRS over a three year period relating to dog control. Types of cases recorded under this category include fouling and persistent straying, dangerous dogs and welfare. The chart (bottom right) shows the number of dogs recorded by WRS as lost, found or seen straying.

Comments

It is not known why complaint and service request numbers are significantly lower for this quarter compared to previous years but as predicted the number of stray dogs continues to fall. The rise of social media in reunited dogs continues to play a factor in dogs not being reported to Dog Wardens and our work generally removes problematic dogs off the streets. We continue to utilise the Dog Warden's free time to provide commercial services.



apr may jun jul aug sep oct nov dec jan feb mar

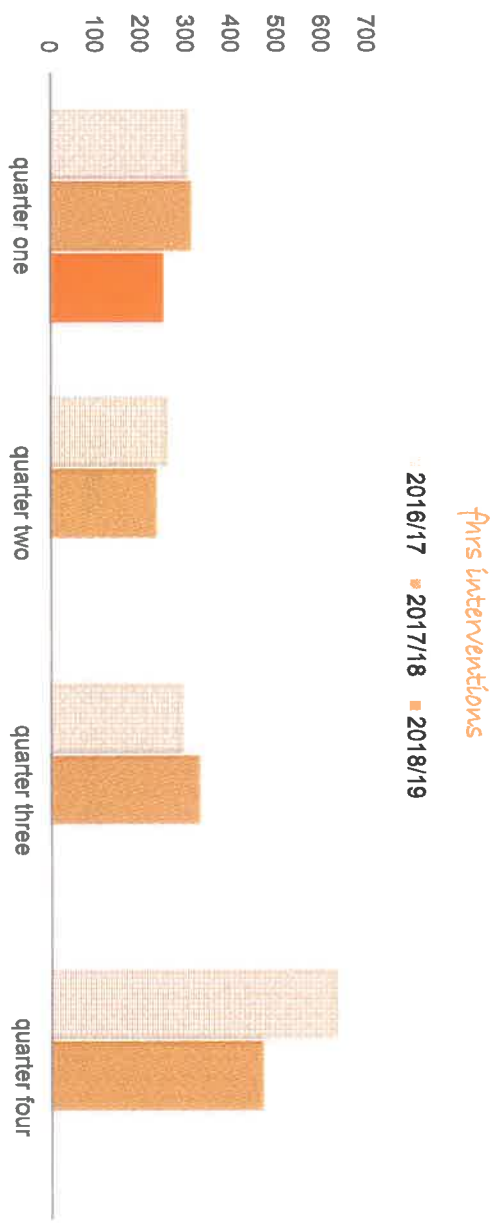
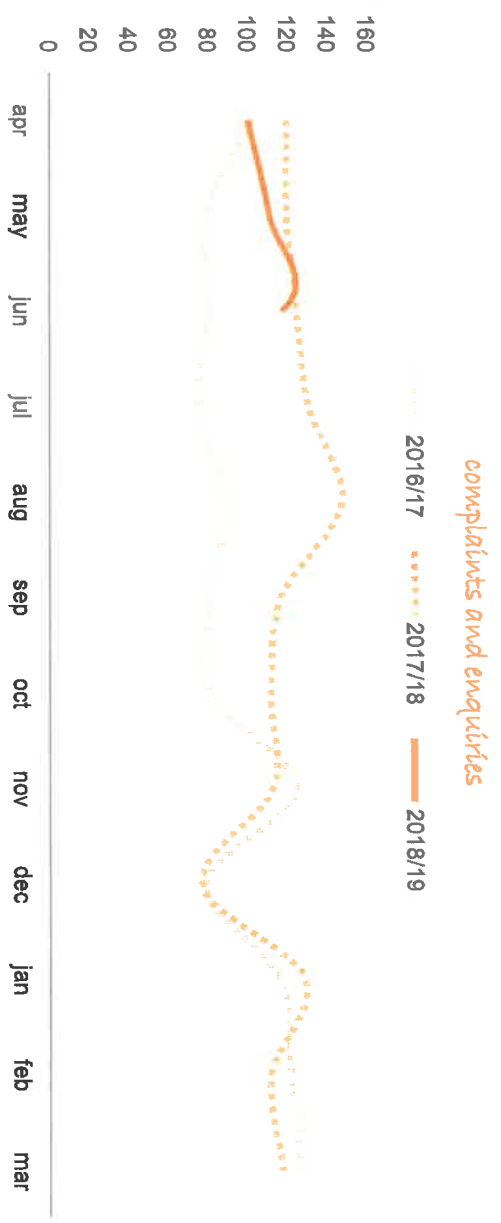
Environmental Permitting

Officers from the permitting team have been undertaking a number of joint visits with the Environment Agency attending business premises in receipt of the Governments RHI grant payments (renewable heating initiative). Officers have identified several premises incinerating controlled waste wood in their boilers in clear contravention of the scheme's rules and giving rise to environmental offences under the Pollution Prevention & Control Act 1999. WRS has been investigating this matter and the 'gaming' of the RHI scheme since 2016. WRS have been advising DEFRA and Ofgem of these serious issues with compliance over the last 18 months. As a consequence many of the recommendations made by WRS on medium to large combustion activities (particular emphasis on RHI) have been incorporated into the new draft clean air strategy 2018 which will result in tighter controls being applied to the commercial burning of solid fuels.

https://consult.defra.gov.uk/environmental-quality/clean-air-strategy-consultation/user_uploads/clean-air-strategy-2018-consultation.pdf

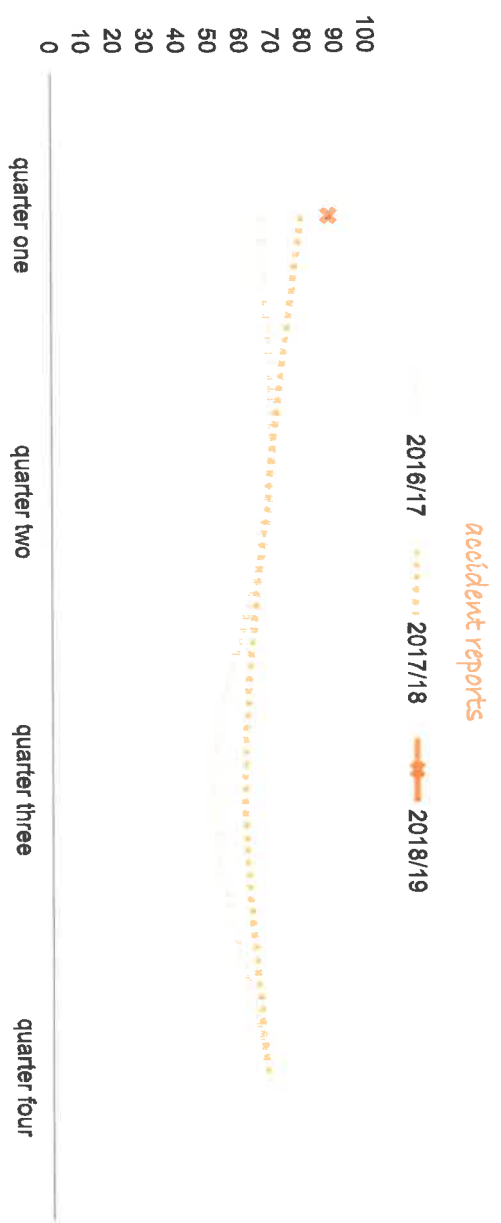
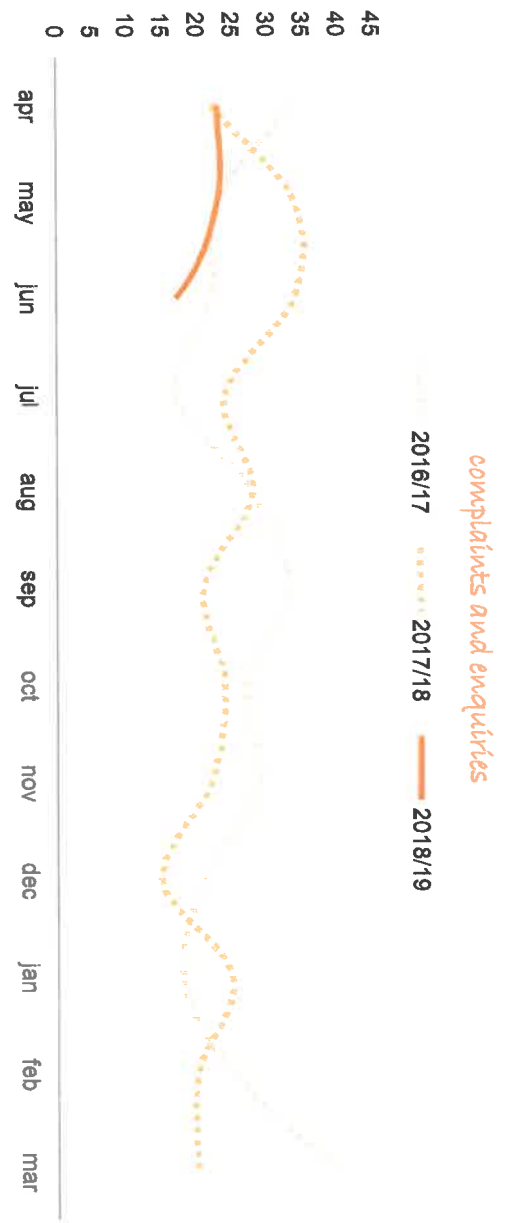
Food Safety

The chart (top right) shows the number of complaints and enquiries recorded by WRS over a three year period relating to food safety. Types of cases recorded under this category include complaints about food products, hygiene of premises complaints and requests for business advice. The chart (bottom right) shows the number of interventions conducted by WRS at premises included in the Food Hygiene Rating Scheme, commonly known as FHRS.



Health and Safety

The chart (top right) shows the number of complaints and enquiries recorded by WRS over a three year period relating to health and safety. This includes requests for business advice. The chart (bottom right) shows the number of notifications received by WRS relating to accidents.

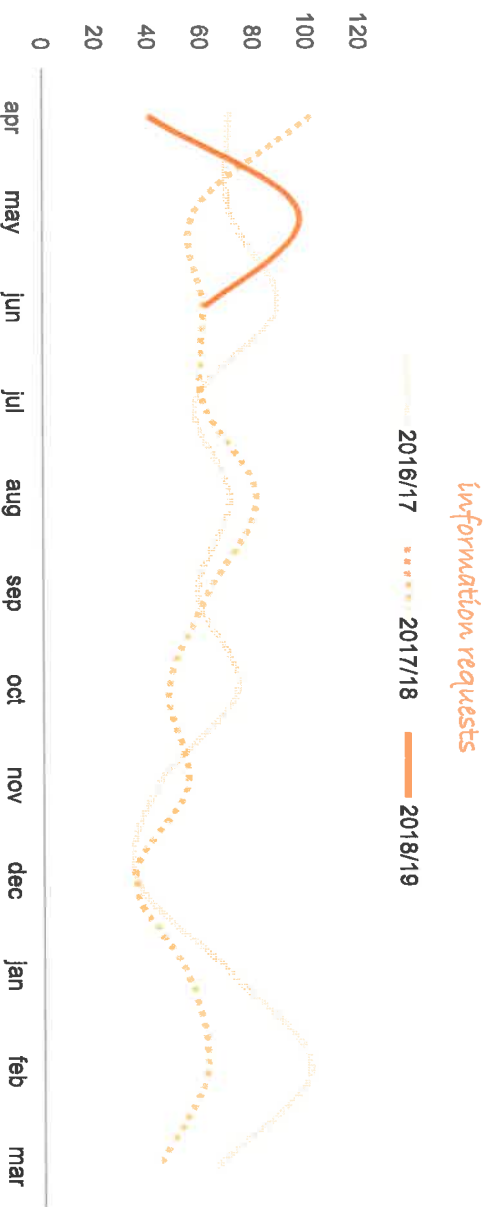


Information Requests

The chart (right) shows the number of information requests recorded by WRS over a three year period.

Information requests relate to the following;

- Environmental Information Requests
- Freedom of Information Requests
- Requests for Information under the General Data Protection Regulation (GDPR) or the Data Protection Act 2018



Comments

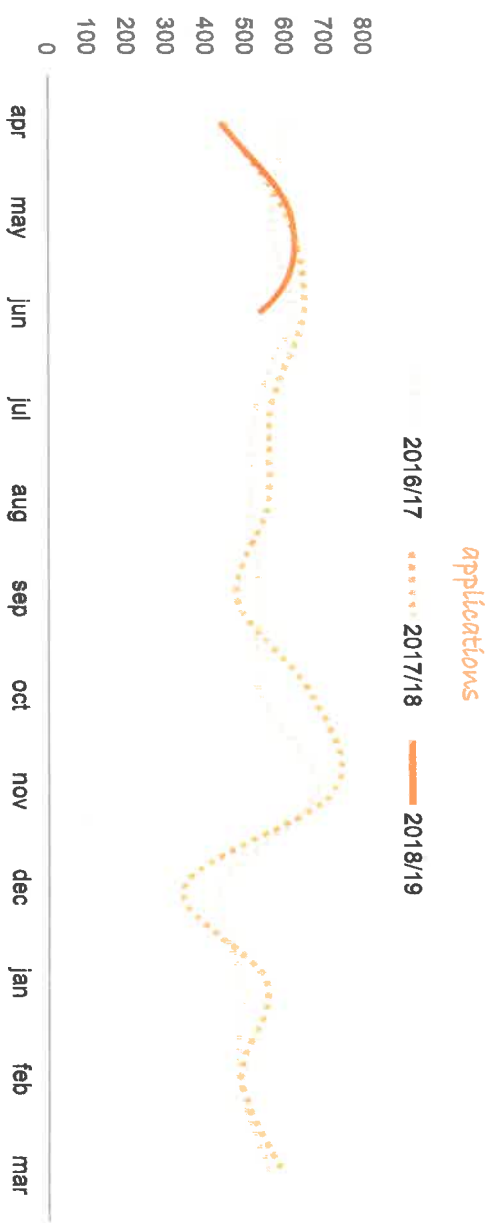
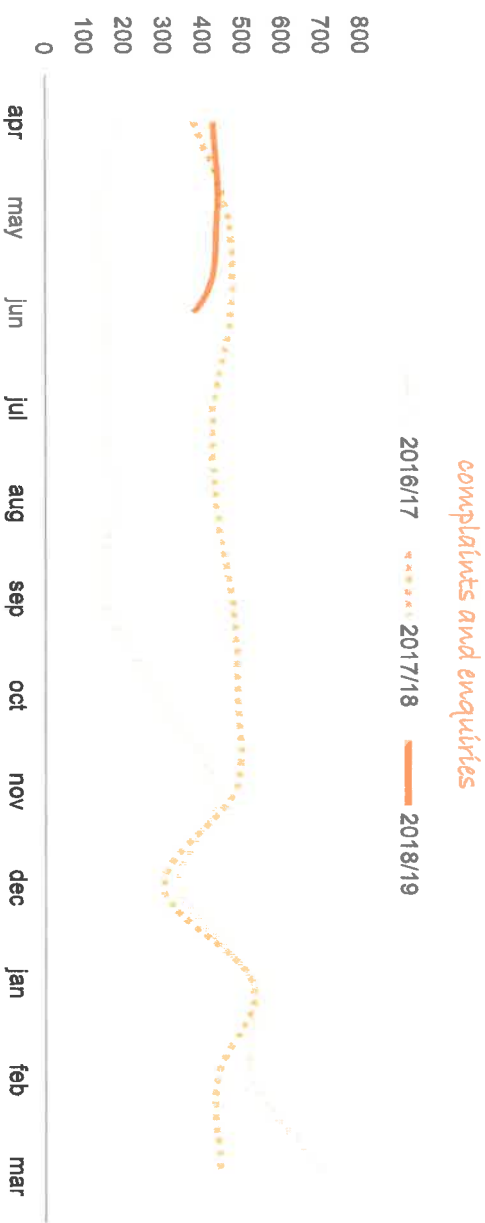
With three different types of requests being included in this data set it is difficult to identify trends. However, for environmental information requests that are often linked to the conveyancy process, the late winter cold snap followed by good spring weather may have caused a glut of house sale linked requests being recieved in May.

Licensing

The chart (top right) shows the number complaints and enquiries recorded by WRS over a three year period relating to licensing. The chart (bottom right) shows the number of licensing applications.

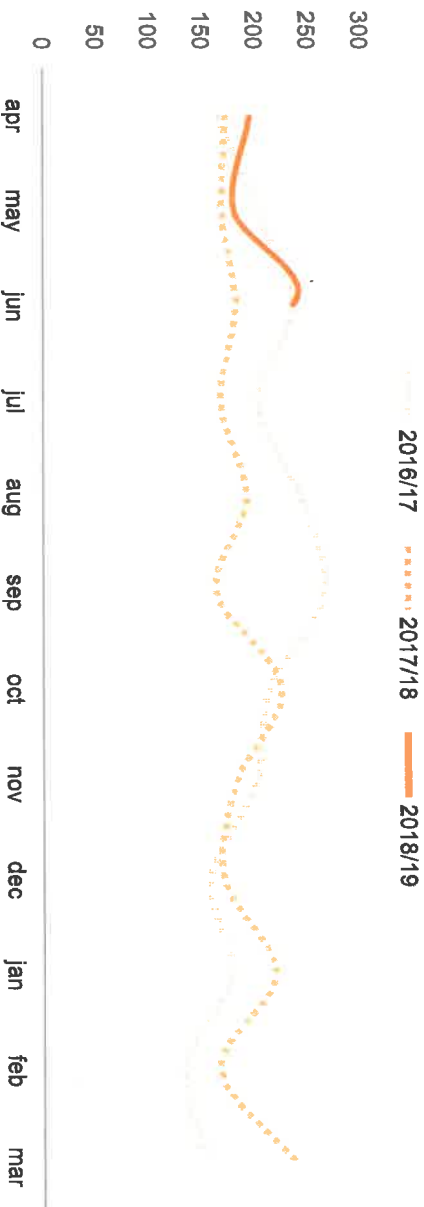
Licensing complaints, enquiries and applications relate to the following:

- Alcohol and entertainment (including gambling)
- Animals
- Caravans
- Scrap metal
- Sex establishments
- Skin piercing
- Street trading
- Taxis



Planning

planning requests



The chart (right) shows the number of planning requests received by WRS over a three year period. The majority of these requests are consultations but can also include requests to discharge conditions.

Planning requests relate to the following;

- Air Quality
- Contaminated Land
- Environmental Permitting
- Food
- Health and Safety
- Nuisance / Noise
- Private Water Supplies

Comments

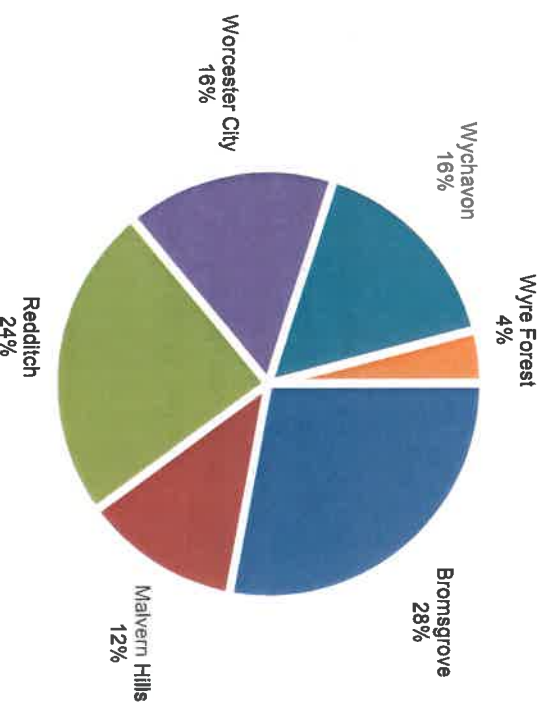
The number of planning cases referred to WRS during Q1 represents an increase of 2.9% compared to the previous quarter, but increases of 1.1% and 16.1% compared to 2016/17 and 2017/18 respectively.

The highest proportion of planning consultation work has been conducted on behalf of Tewkesbury Borough Council (20.7%), Wychavon District Council (17.8%) and Bromsgrove District Council (15.4%).

Noise Pollution

The table (right) shows the top 25 wards in Worcestershire with the highest case rate for noise pollution cases. It also shows the relative population and the number of cases recorded. The chart (below) shows the top 25 wards by district. For example, 20% of wards highlighted in the table are located within Worcester City.

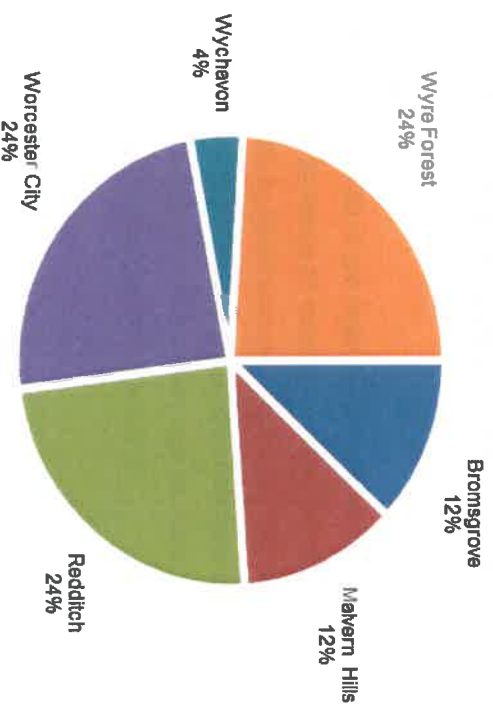
Note: Data shown on this page represents the 'year to date' and will continue to increase each quarter until the end of year report is published.



Ward	Total	Population	Rate
Sanders Park	13	3,456	3.76
Wells	8	3,258	2.46
Cathedral	23	11,160	2.06
Lindridge	4	2,246	1.78
Abbey	11	6,232	1.77
Warrdon	10	5,928	1.69
Bengeworth	12	7,301	1.64
Matchborough	10	6,152	1.63
Catshill South	5	3,143	1.59
Norton	5	3,175	1.57
Tem Valley	3	1,920	1.56
Hagley East	4	2,586	1.55
Bredon	4	2,591	1.54
Sidemoor	6	4,024	1.49
Perryfields	2	1,384	1.45
Saint John	13	9,045	1.44
Bowbrook	4	2,907	1.38
Central	9	6,659	1.35
Church Hill	11	8,257	1.33
Astwood Bank And Feckenham	8	6,008	1.33
Arboretum	8	6,167	1.30
Broadwaters	12	9,326	1.29
Avoncroft	4	3,120	1.28
Lodge Park	7	5,630	1.24
South Bredon Hill	3	2,414	1.24

Noise Pollution (2017/18)

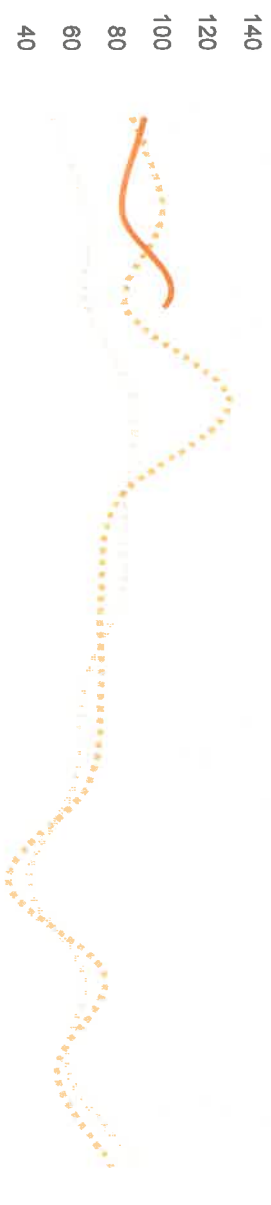
The table (right) shows the top 25 wards in Worcestershire with the highest case rate for noise pollution cases. The data covers 2017/18 and is intended to be a point of reference for the data highlighted on the previous page.



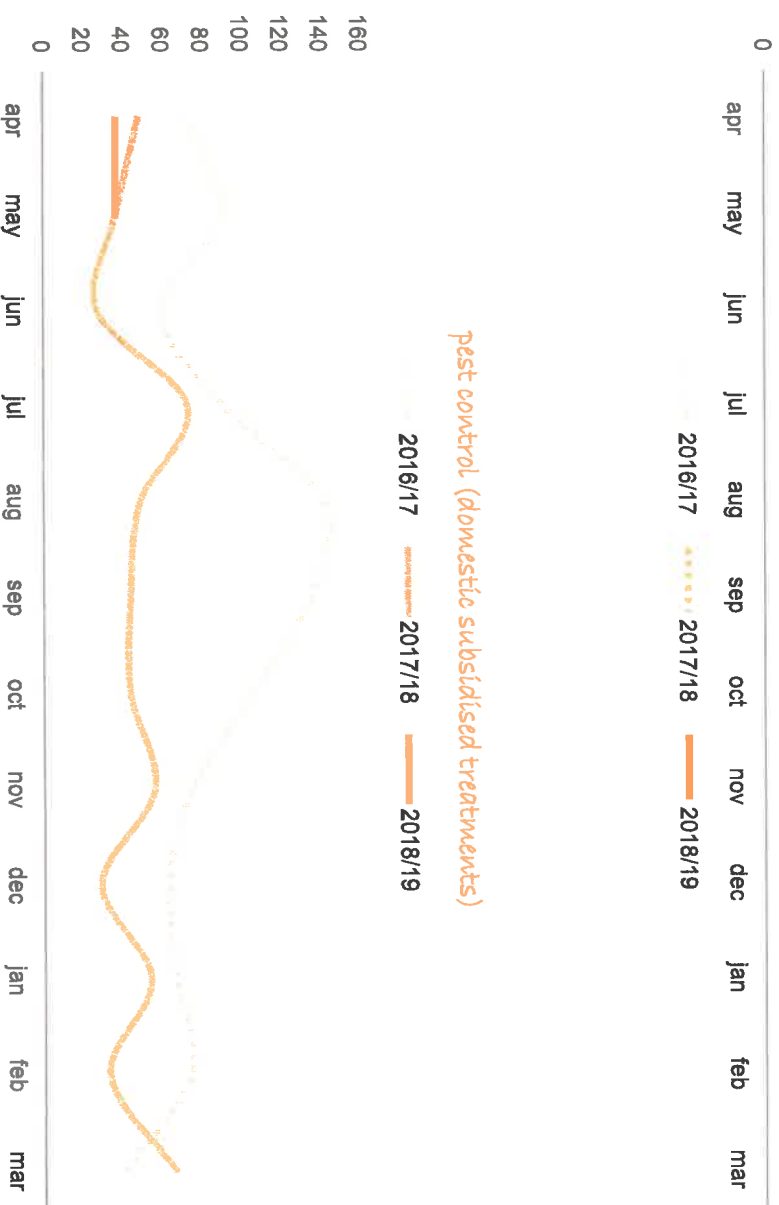
Ward	Total	Population	Rate
Abbey	33	6,197	5.33
Upton And Hanley	21	4,186	5.02
Greenlands	45	9,122	4.93
Rock Hill	14	2,938	4.77
Batchley And Brockhill	40	8,553	4.68
Sanders Park	16	3,463	4.62
Charford	17	3,707	4.59
Astwood Bank And Feckenham	27	6,042	4.47
Blakebrook And Habberley South	39	9,000	4.33
Bedwardine	35	8,279	4.23
Cathedral	45	10,835	4.15
Warndon	23	5,934	3.88
Arboretum	23	6,195	3.71
Bewdley And Rock	31	8,542	3.63
Priority	15	4,234	3.54
Bengeworth	24	6,793	3.53
Central (Redditch)	22	6,494	3.39
Nunery	27	8,087	3.34
Tardeblige	12	3,611	3.32
Saint Stephen	17	5,233	3.25
Tenbury	12	3,873	3.10
Areley Kings And Riverside	25	8,261	3.03
Aggborough And Spennells	25	8,685	2.88
Milton	27	9,752	2.77
Winyates	23	8,360	2.75

Public Health

The chart (top right) shows the number of complaints and enquiries recorded by WRS over a three year period relating to public health. Types of cases recorded under this category include accumulations, public burials and pest control. The chart (bottom right) shows the number of subsidised pest control treatments have been carried out by contractors at domestic properties in four Worcestershire Districts (Bromsgrove, Redditch, Wychavon and Wyre Forest), Malvern Hills and Worcester City do not offer subsidised pest control service.



complaints and enquiries

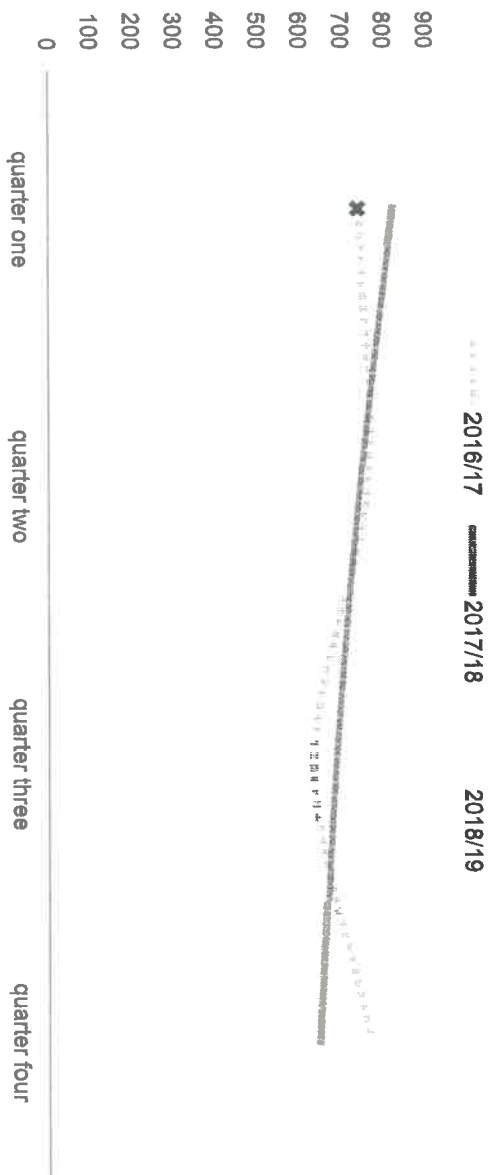


pest control (domestic subsidised treatments)

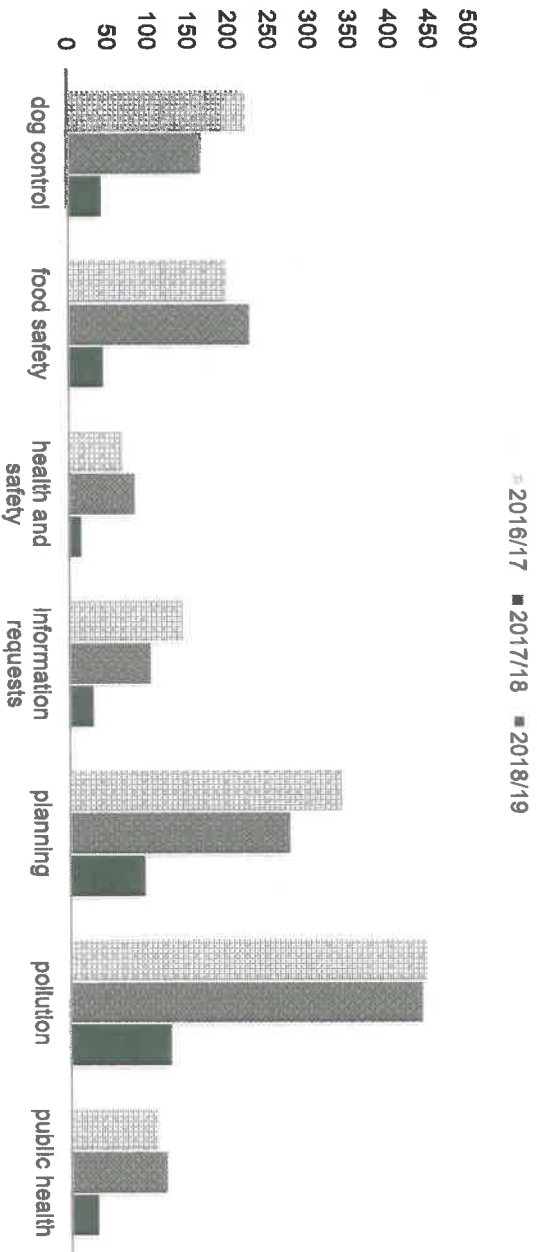


The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Bromsgrove.

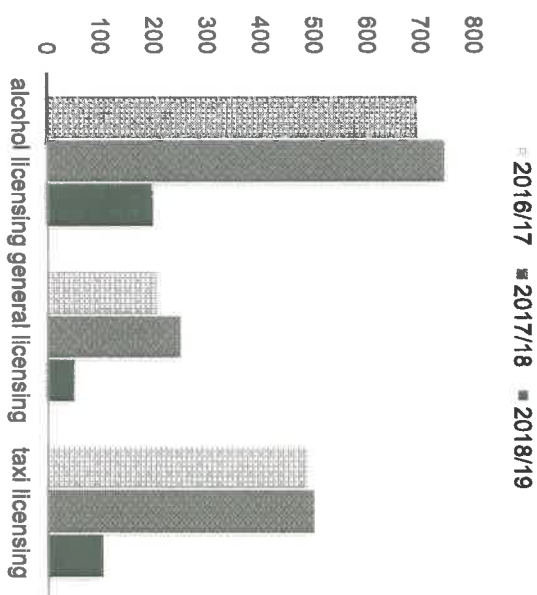
Note: The charts (below) show the number of cases recorded against each of the main functions undertaken by WRS. The total for 2018/19 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.



Environmental Health

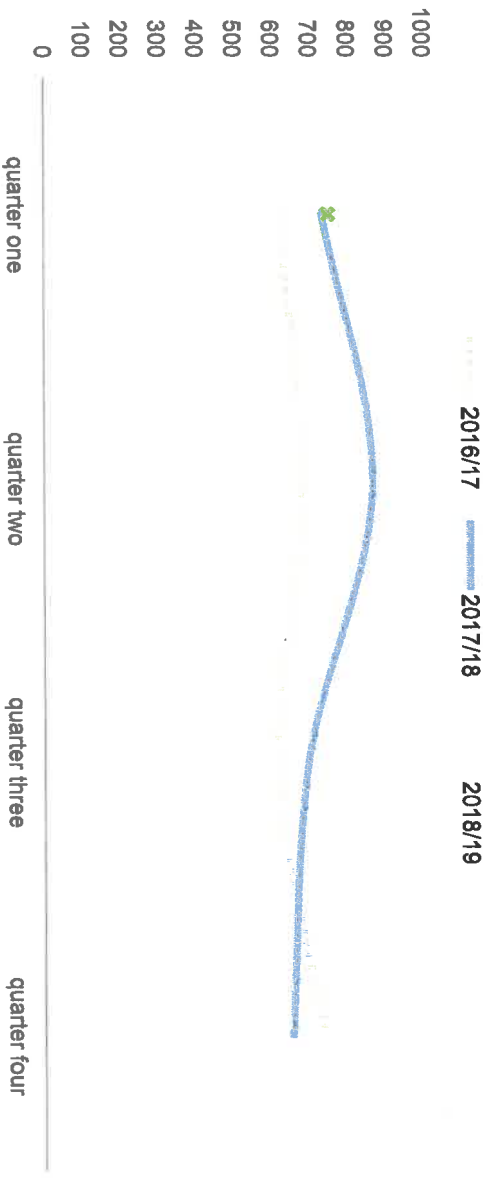


Licensing

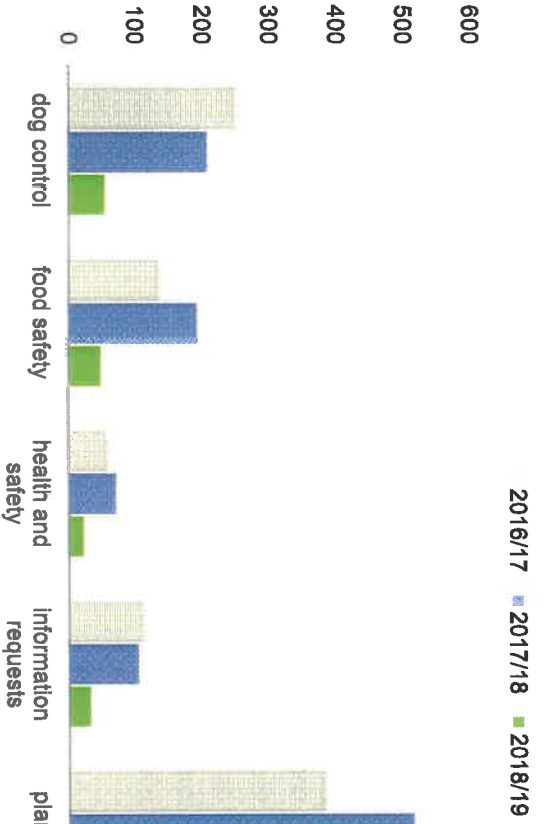


The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Malvern Hills.

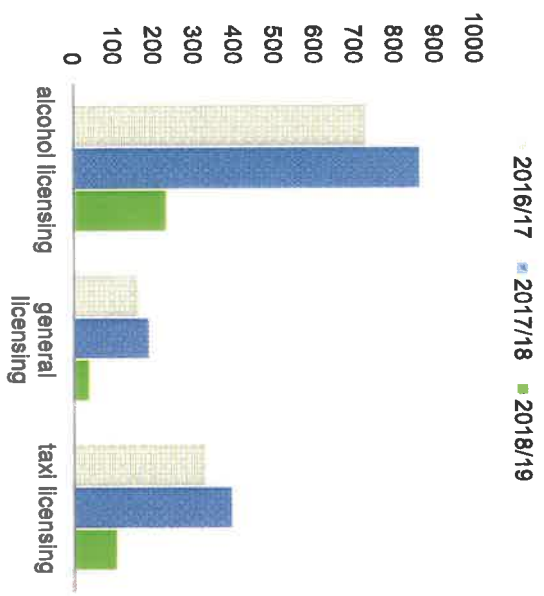
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Environmental Health



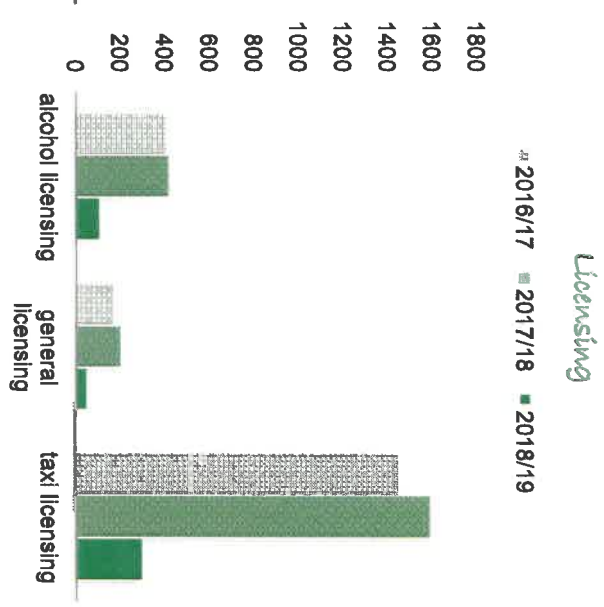
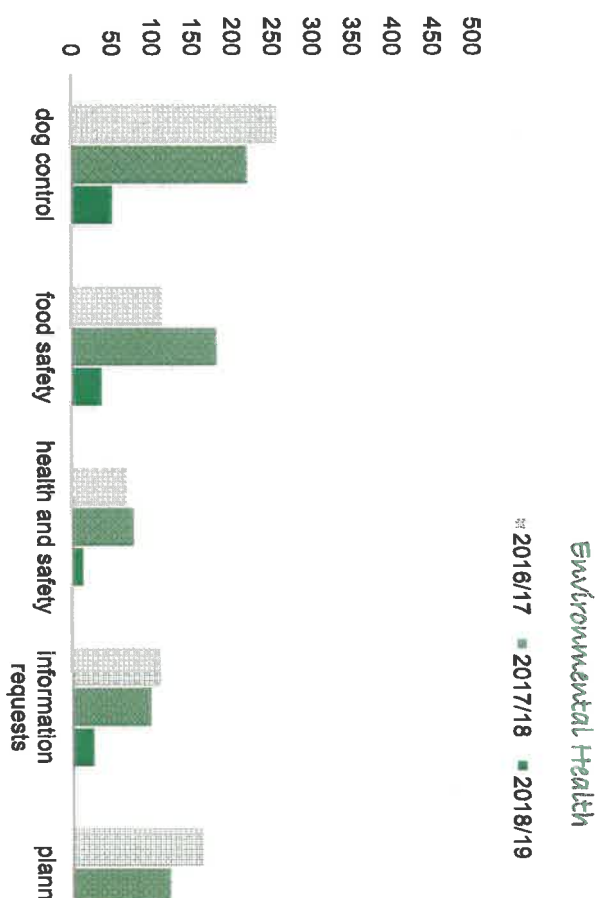
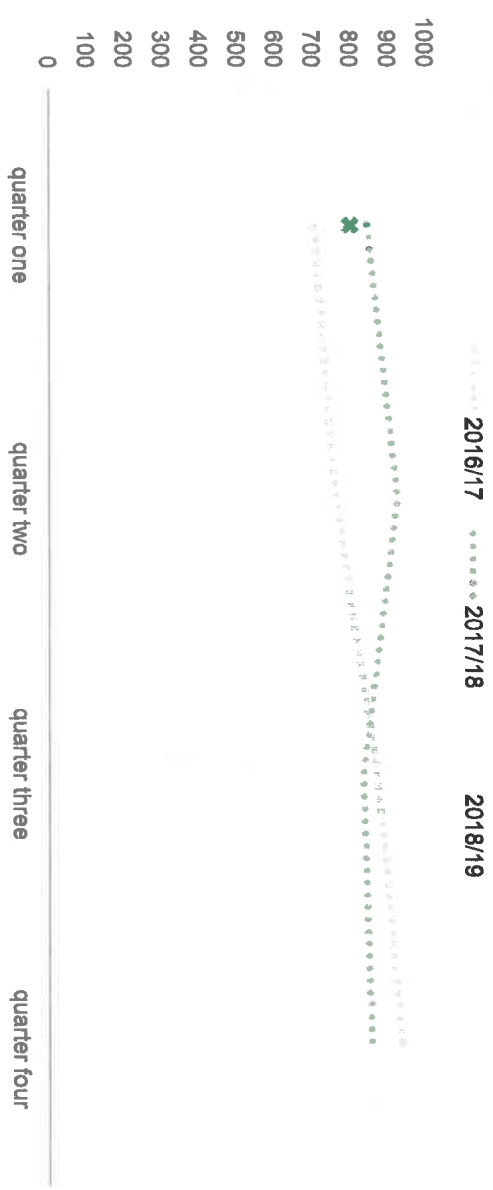
Licensing





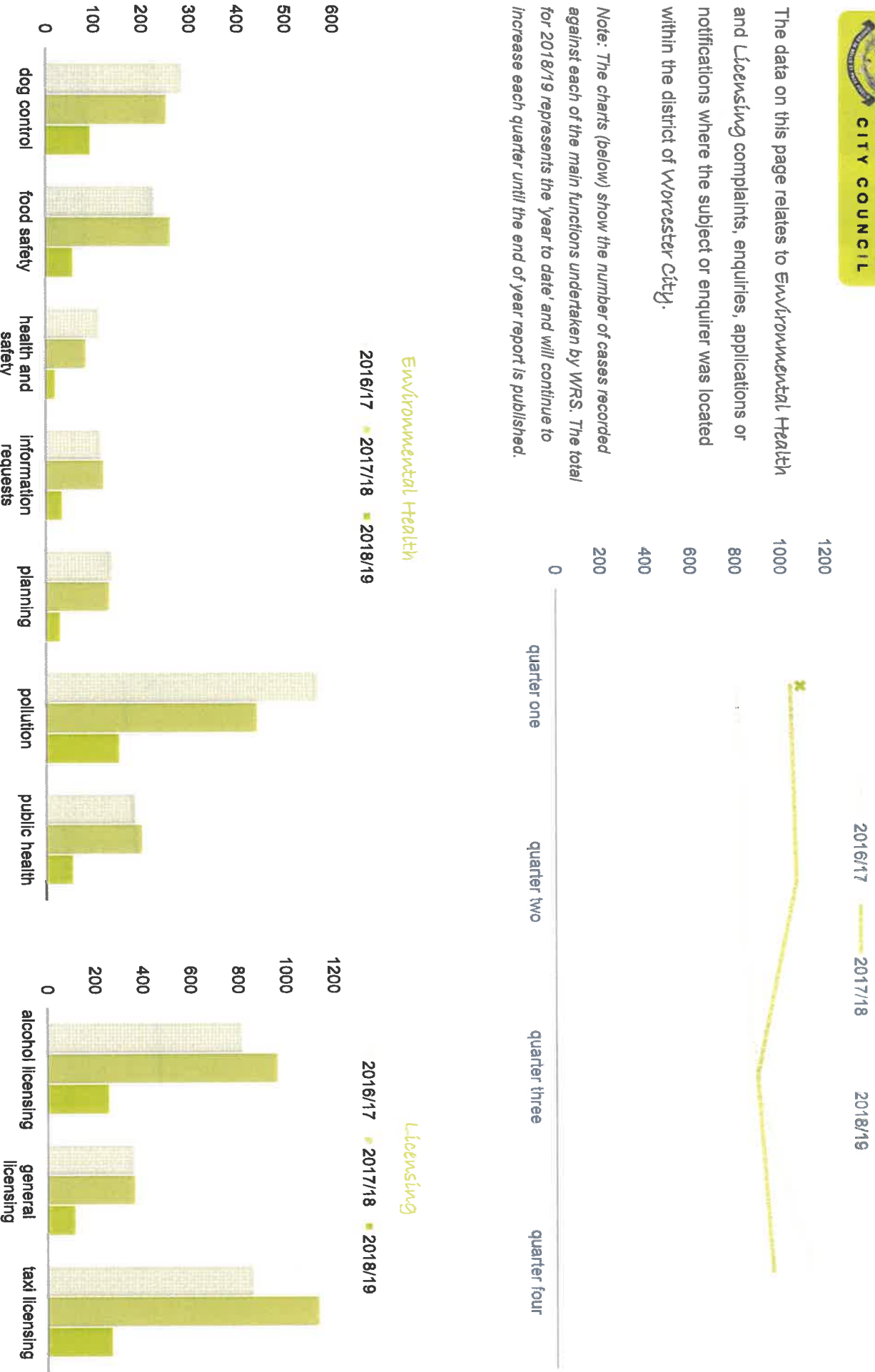
The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Redditch.

Note: The charts (below) show the number of cases recorded against each of the main functions undertaken by WRS. The total for 2018/19 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.



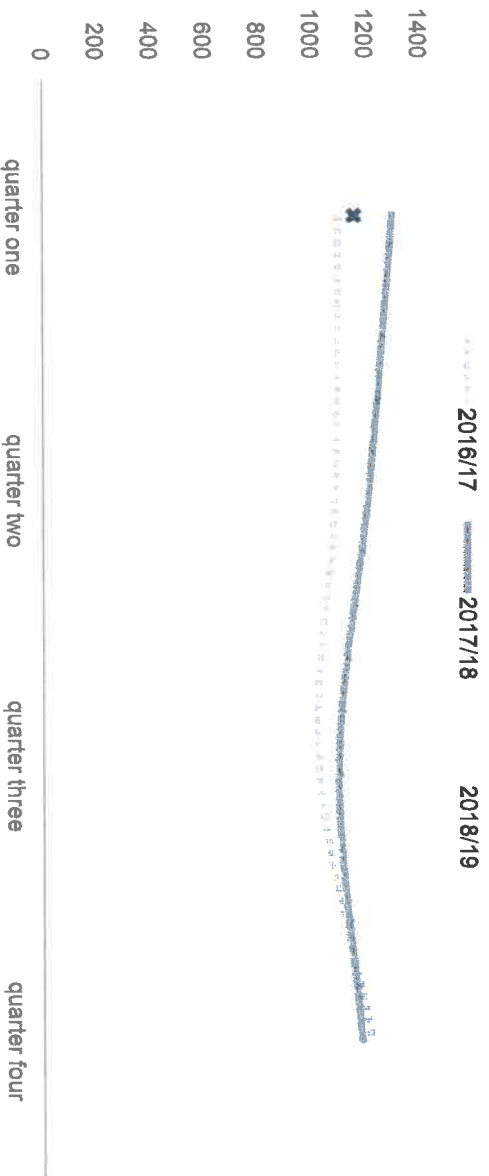
The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Worcester City.

Note: The charts (below) show the number of cases recorded against each of the main functions undertaken by WRS. The total for 2018/19 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.

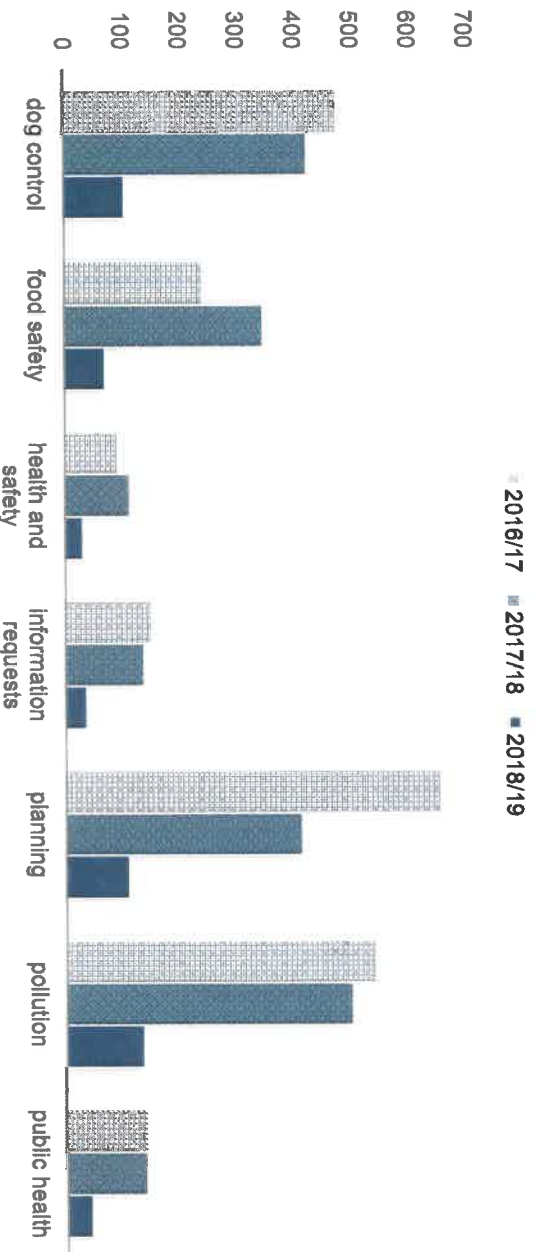


The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Wychavon.

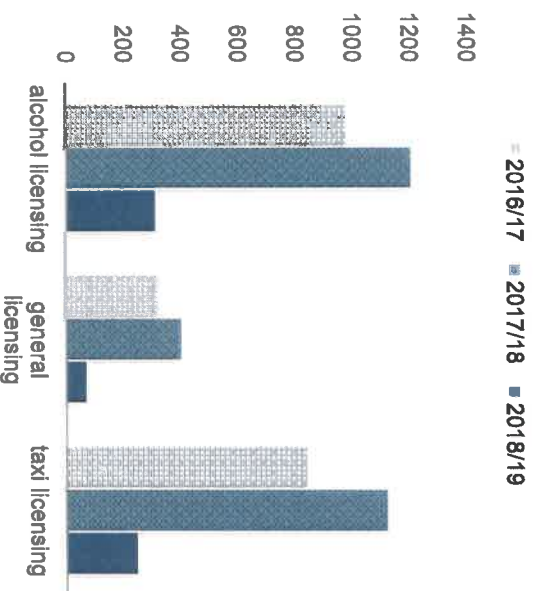
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Environmental Health

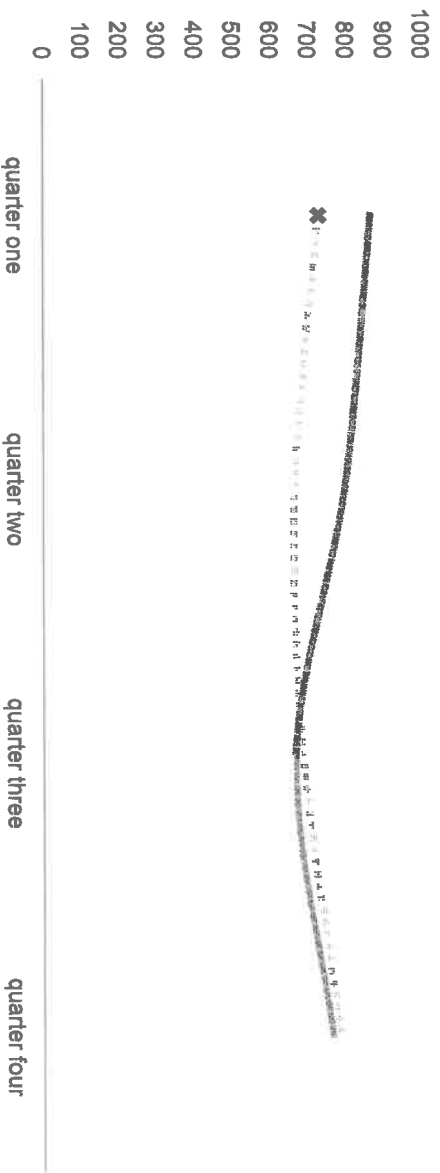


Licensing



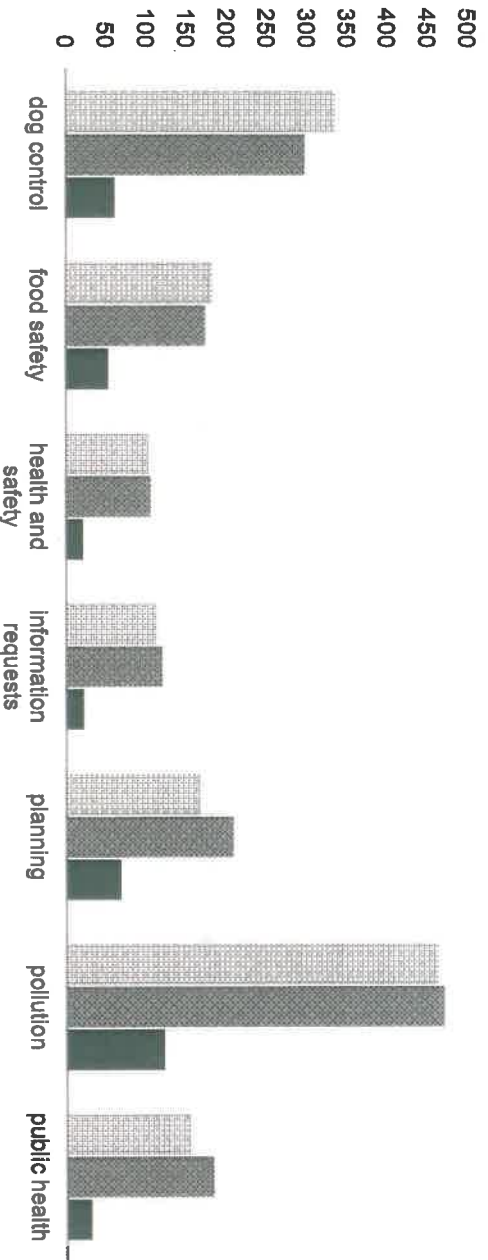
The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Wyre Forest.

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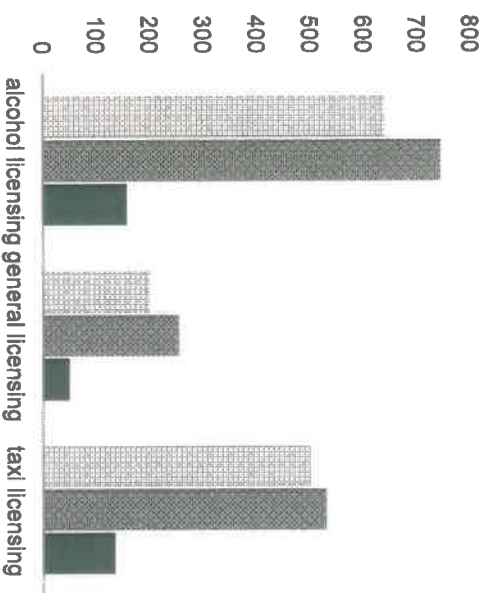
Environmental Health

2016/17 2017/18 2018/19



Licensing

2016/17 2017/18 2018/19

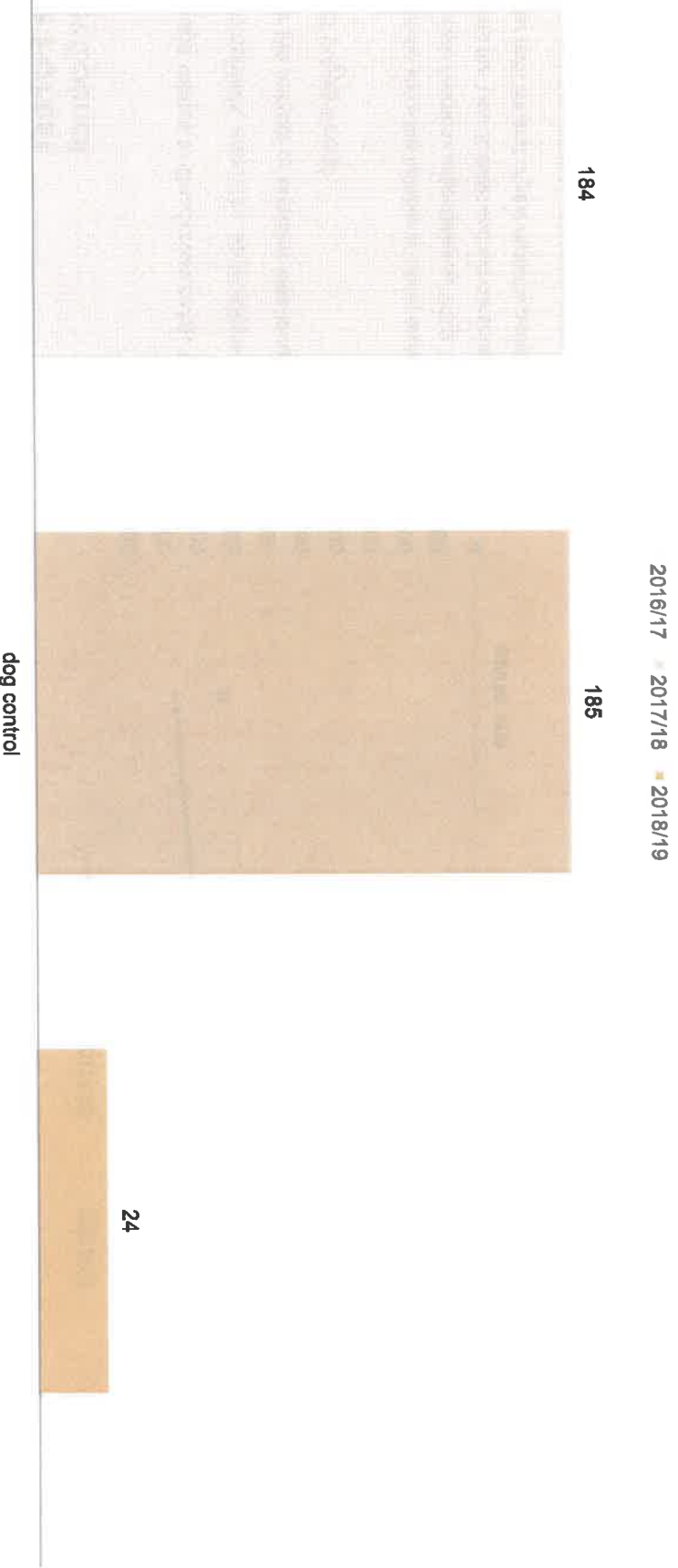


Cheltenham Borough Council

The dog control work WRS undertake for Cheltenham Borough Council is part of a three year contract with two other Gloucestershire authorities (from 2017) to deliver the collection, kennelling, returning of dogs to owners and rehoming of stray dog functions. The contract was renewed following delivery by WRS for the previous 3 years and has been highly successful in reducing stray dog numbers for Cheltenham Borough Council, utilising existing WRS resource and expertise. Such arrangements enable economies of scale to be realised and the continued retention of valuable assets to the benefit of Partner Authorities.

The numbers of stray dogs are remaining steady following an initial fall in numbers when WRS took over the contract. Based on the first quarter, the numbers for this year would look low, however, with open doors during the fine weather during June and July we are likely to see a spike in dogs that have got loose.

The chart (below) shows the number of cases recorded against the function undertaken by WRS. The total for 2018/19 represents the 'year to date' and will continue to

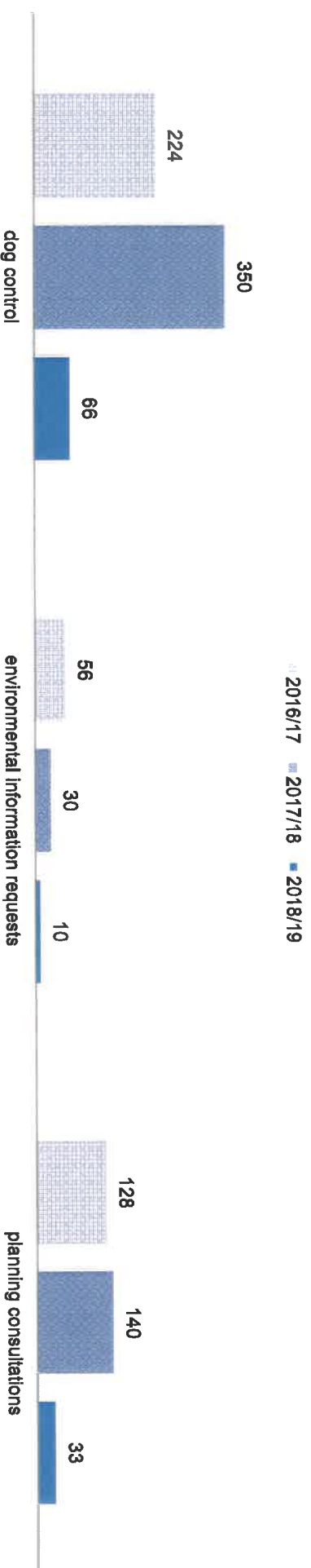


Gloucester City Council

The dog control work WRS undertake for Gloucester City Council is part of a three year contract with two other Gloucestershire authorities (from 2017) to deliver the collection, kennelling, returning of dogs to owners and rehoming of stray dog functions. The contract was renewed following delivery by WRS for the previous 3 years and has been highly successful in reducing stray dog numbers for Gloucester City Council, utilising existing WRS resource and expertise. Such arrangements enable economies of scale to be realised and the continued retention of valuable assets to the benefit of Partner Authorities. As with other Gloucestershire and Worcestershire authorities the numbers of stray dogs are reducing annually. The numbers of stray dogs collected look set to fall this year based on Quarter One figures, however with open doors during the fine weather during June and July we are likely to see a spike in dogs that have got loose.

The numbers of Environmental Information Requests are not significant, however there appears to be an increase this year upon 2017/18. WRS have been advised the arrangements to provide Contaminated Land planning advice and environmental information requests as well as Permitting Inspections and applications will continue into 2018/19 through information arrangements.

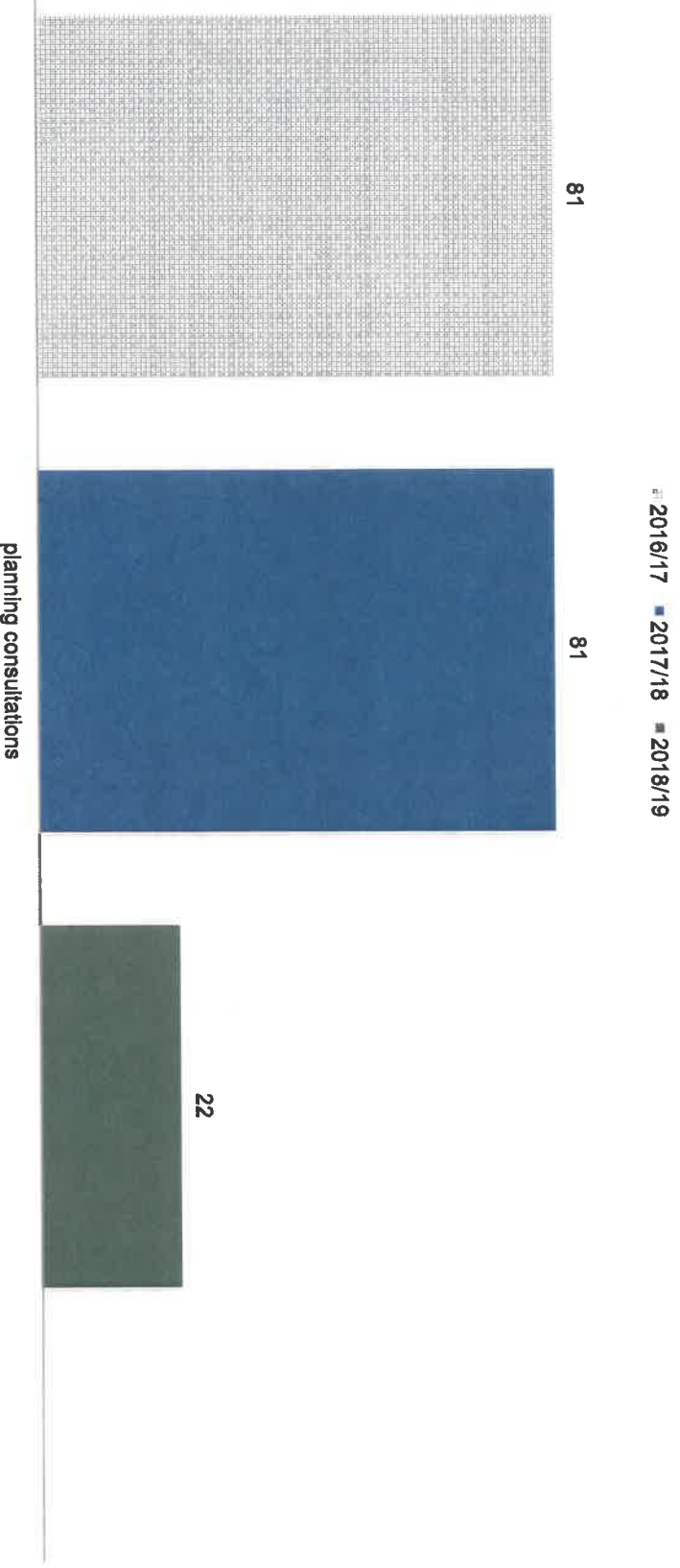
The chart (below) shows the number of cases recorded against each of the functions undertaken by WRS. The total for 2018/19 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.



South Gloucestershire Council

South Gloucestershire being located on the outskirts of Bristol was subject to significant contaminative industries and activities historically. Pressures on brownfield development recently have presented the authority with a large volume of planning applications on significantly contaminated and complex sites. For a number of years now WRS has been asked to assist with this work focusing on the complex sites, so whilst numbers of referrals remain low (and lower than last year) they continue to be time consuming and complex. The expertise the Partner Authorities pooled with the formation of WRS has enabled us to provide a high standard of service during this period. The figures below show a consistent level of assistance that WRS has provided to South Gloucestershire Council compared with the last two years.

The chart (below) shows the number of cases recorded against the function undertaken by WRS. The total for 2018/19 represents the year to date and will continue to increase each quarter until the end of year report is published.



Tewkesbury Borough Council

The dog control work WRS undertake for Tewkesbury Borough Council is part of a three year contract with two other Gloucestershire authorities (from 2017) to deliver the collection, kennelling, returning of dogs to owners and rehoming of stray dog functions. The contract was renewed following delivery by WRS for the previous 3 years and has been highly successful in reducing stray dog numbers for Tewkesbury Borough Council, utilising existing WRS resource and expertise. Such arrangements enable economies of scale to be realised and the continued retention of valuable assets to the benefit of Partner Authorities. As predicted, the number of dogs collected or reported as strays are significantly lower than previous years. This follows the national trend in dogs being reported to Dog Wardens. The number of planning applications that WRS are requested to provide nuisance or air quality advice on continue to be high. The increase in consultations made to WRS demonstrates the importance that Tewkesbury place on our role with this work.

The chart (below) shows the number of cases recorded against each of the functions undertaken by WRS. The total for 2018/19 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.

